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**Practitioner's Docket No. 1264**

**JUL 05 2005 PATENT**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones

Application No.: 09/477,991

Group No.: 2157

Filed: January 5, 2000

Examiner: Barbara N. Burgess

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A  
WEB CALL CENTER

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**Response to Office Action**

**Introductory Comments**

In response to the Office Action dated May 4, 2005, please enter this amendment and consider the following remarks. The entire claim set of the application is included.